



Christine Barna Receives DDSP Commander's Coin

By Robert Brickey, DDSP

Christine L. Barna, Defense Distribution Depot Susquehanna, Pennsylvania (DDSP) Telecommunications Specialist was presented with a Commander's Coin by CAPT Robert Ritchie, SC, USN, DDSP Commander, for her dedication to her duties as the host site Telephone Control Officer (TCO) for Government Telephone Credit Cards. During a recent Internal Review Audit to assess DDSP's effectiveness and compliance with the

telephone credit cards program policies and management controls, Barna was identified as extremely helpful. Barna also developed and implemented alternate procedures for having the responsible cardholder review the calling card charges from the contractor's call detail record. Examples were provided for possible alternate monitoring procedures, which may be emulated by other distribution centers.

Revving Up for the DLA Climate/ Culture Survey 2003



On March 19th, 2003 appointed DLA Culture Champions received training at a workshop on the Denison Culture Model and Assessment adopted by the Agency.

As previously reported in DLA Today and Tomorrow and Dimensions Magazine (December 2002 and Spring 2003, respectively), DLA adopted the Denison Culture Model and Survey to reinforce the customer focus found in DLA's Strategic Plan and Balanced Scorecard. The model provides tools to assess how well DLA's culture and leaders support its transformation to a customer-focused organization.

An important part of DLA's culture transformation involves establishing a baseline of where the culture is today. DLA will

obtain this baseline with the Denison Culture Survey this coming May-June 2003, during the next administration of the DLA-wide employee Climate Survey.

Many employees may remember responding to an electronic version of the Climate Survey from November/December 2001 through January 2002. That DLA Climate Survey contained questions about employee satisfaction and skill utilization, trust, communication, and other focus areas. With a response rate of almost 50%, the results from the survey were discussed by DLA's Senior Leaders at the Senior Leaders' Conference last February 2002. New initiatives were created and action plans developed during the conference based on employee feedback received from the survey. Feedback resulted in the creation of a Communications Plan and Roadshow, off-sites with the senior leadership to improve trust, and a proposed supervisory certification program. (ACTIVITIES SHOULD GIVE SPECIFICS ABOUT THEIR INITIATIVES EITHER BY ADDING TO OR EDITING THE HQ VERSION)

The upcoming climate and culture assessments will be administered together in one survey in May-June 2003 to ensure there will be a single focus on specific areas of improvement within DLA based on employee feedback. The result is a DLA Climate/Culture Survey that will provide comparison data from previous administrations of the Climate Survey and that will establish a baseline for DLA's culture based on the Denison Culture Model.